

**Economic Services**  
**Benefits Eligibility Processing and Customer Service**  
**Progress Report for the Week of: 01/15/2017 - 01/21/17 (4 day work week)**

**Benefits Service Center**

Week of:	# of Calls in (week total)	Calls to Reps (ave. daily)	Call Time	Avg. Wait Time (3)*	Avg. Long. Wait (8)*	Abandoned Calls (5%)*	Median Wait Time	Mode Wait Time
10/9	3,512	427	0:04:14	0:02:31	0:13:01	1.71%	0:01:43	0:00:09
10/23	6,358	628	0:04:33	0:09:33	0:27:44	3.10%	0:09:36	0:01:14
11/6	3,781	514	0:04:25	0:05:45	0:19:09	2.27%	0:05:06	0:00:10
11/20	4,786	725	0:04:27	0:13:58	0:29:22	3.33%	0:14:36	0:10:09
12/4	5,155	487	0:04:44	0:09:02	0:25:33	2.44%	0:08:51	0:00:09
12/18	4,428	469	0:04:28	0:06:21	0:22:07	1.61%	0:05:16	0:01:11
1/1	4,137	564	0:04:32	0:07:11	0:21:59	1.88%	0:06:18	0:01:42
<b>1/15</b>	<b>3,122</b>	<b>477</b>	<b>0:03:42</b>	<b>0:03:32</b>	<b>0:13:45</b>	<b>10.75%</b>	<b>0:02:59</b>	<b>0:00:59</b>

Mode is the number that is repeated more often than any other number.

Median is the middle value of all the numbers.

**ADPC (Application and Processing Document Center)**

Week of:	# of documents scanned	# of days in the week the standard was met (2 day standard)*	Longest processing time beyond standard
10/23	15,359	5	0
11/6	15,157	5	0
11/20	10,300	3	0
12/4	13,882	5	0
12/18	14,145	5	0
1/1	13,784	5	0
<b>1/15</b>	<b>12,299</b>	<b>5</b>	<b>0</b>

Number of completed online applications received:

Dec 4 - Dec 10	147
Dec 18 - Dec 24	168
Jan 01 - Jan 07	340
Jan 15 - Jan 21	246

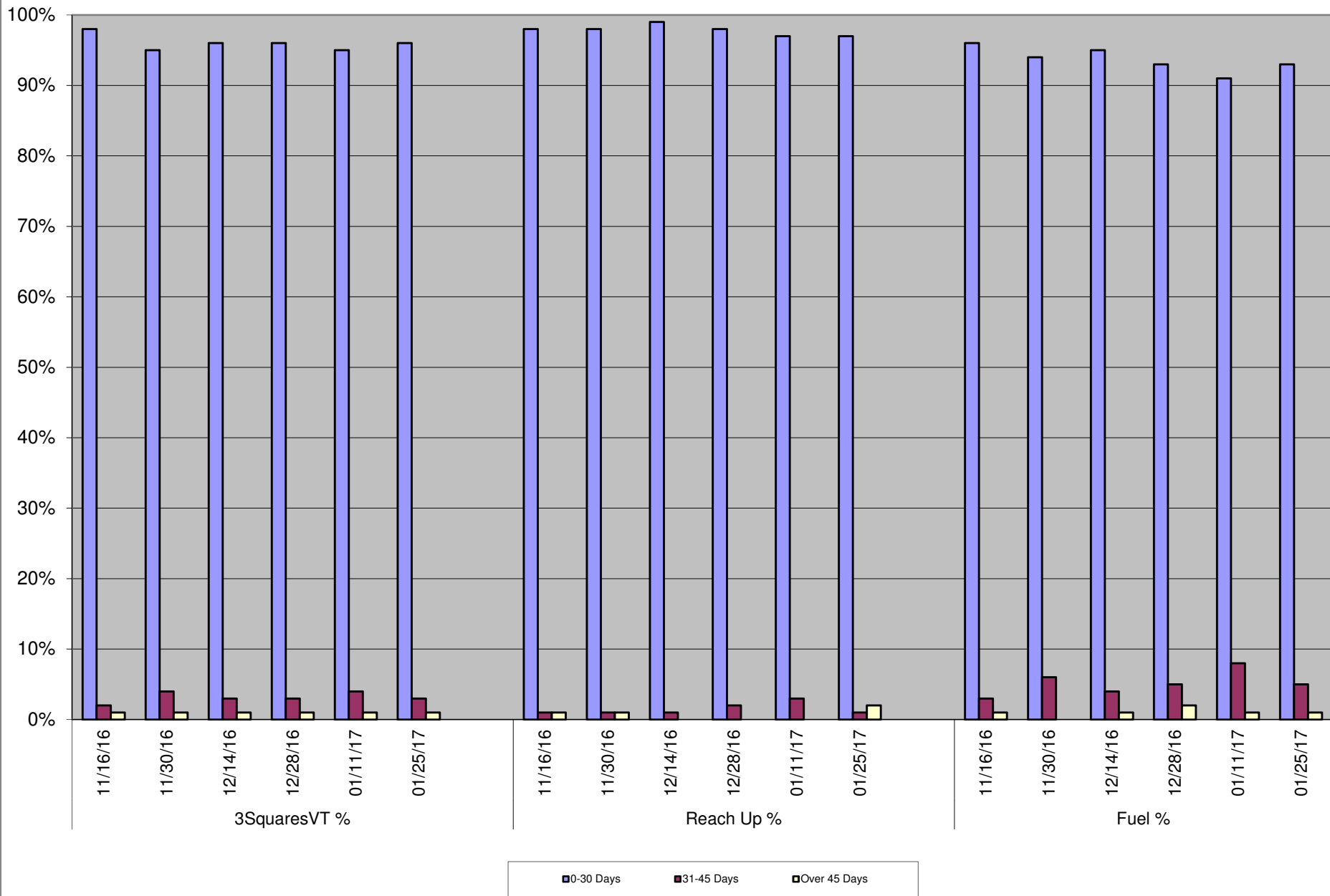
## Benefits Processing

		0-30 days	0-30 Days (-39% client delay & LTC/DDS Cases)	31-45 days	Over 45 days	Weekly progress made on applications 31 days and over				
						3SquaresVT	Reach Up	Fuel	Total	
3SquaresVT	11/2	97%	99%	3%	0%	As of 2/3	87	14	43	144
	11/16	98%	99%	2%	1%	As of 2/10	91	15	49	155
	11/30	95%	98%	4%	1%	As of 2/24	29	10	35	74
	12/4	96%	98%	3%	1%	As of 3/2	47	12	43	102
	12/18	96%	99%	3%	1%	As of 3/9	57	15	34	106
	1/11	95%	98%	4%	1%	As of 3/16	37	7	27	71
	1/25	96%	98%	3%	1%	As of 3/23	39	20	31	90
						As of 3/30	46	19	27	92
Reach Up						As of 4/6	50	13	34	97
	11/2	96%	98%	4%	0%	As of 6/29	50	13	48	111
	11/16	98%	99%	1%	1%	As of 7/13	44	6	37	87
	11/30	98%	99%	1%	1%	As of 7/20	39	4	34	77
	12/4	99%	99%	1%	0%	As of 7/27	41	6	30	77
	12/18	98%	99%	2%	0%	As of 8/3	50	3	34	87
	1/11	97%	99%	3%	0%	As of 8/10	36	2	27	65
	1/25	97%	99%	1%	2%	As of 8/17	34	1	26	61
Fuel						As of 8/24	34	1	28	63
						As of 8/31	38	4	35	77
	11/2	95%	98%	4%	0%	As of 9/14	50	9	48	107
	11/16	96%	98%	3%	1%	As of 9/19	47	4	11	62
	11/30	94%	98%	6%	0%	As of 9/26	63	5	78	146
	12/4	95%	98%	4%	1%	As of 10/19	29	5	41	75
	12/18	93%	97%	5%	2%	As of 11/02	40	12	57	109
	1/11	91%	96%	8%	1%	As of 11/16	29	5	43	77
	1/25	93%	97%	5%	1%	As of 11/30	59	5	66	130
						As of 12/14	48	4	42	94
						As of 12/28	37	5	51	93
						As of 1/11	54	8	69	131
						As of 1/25	44	9	47	100

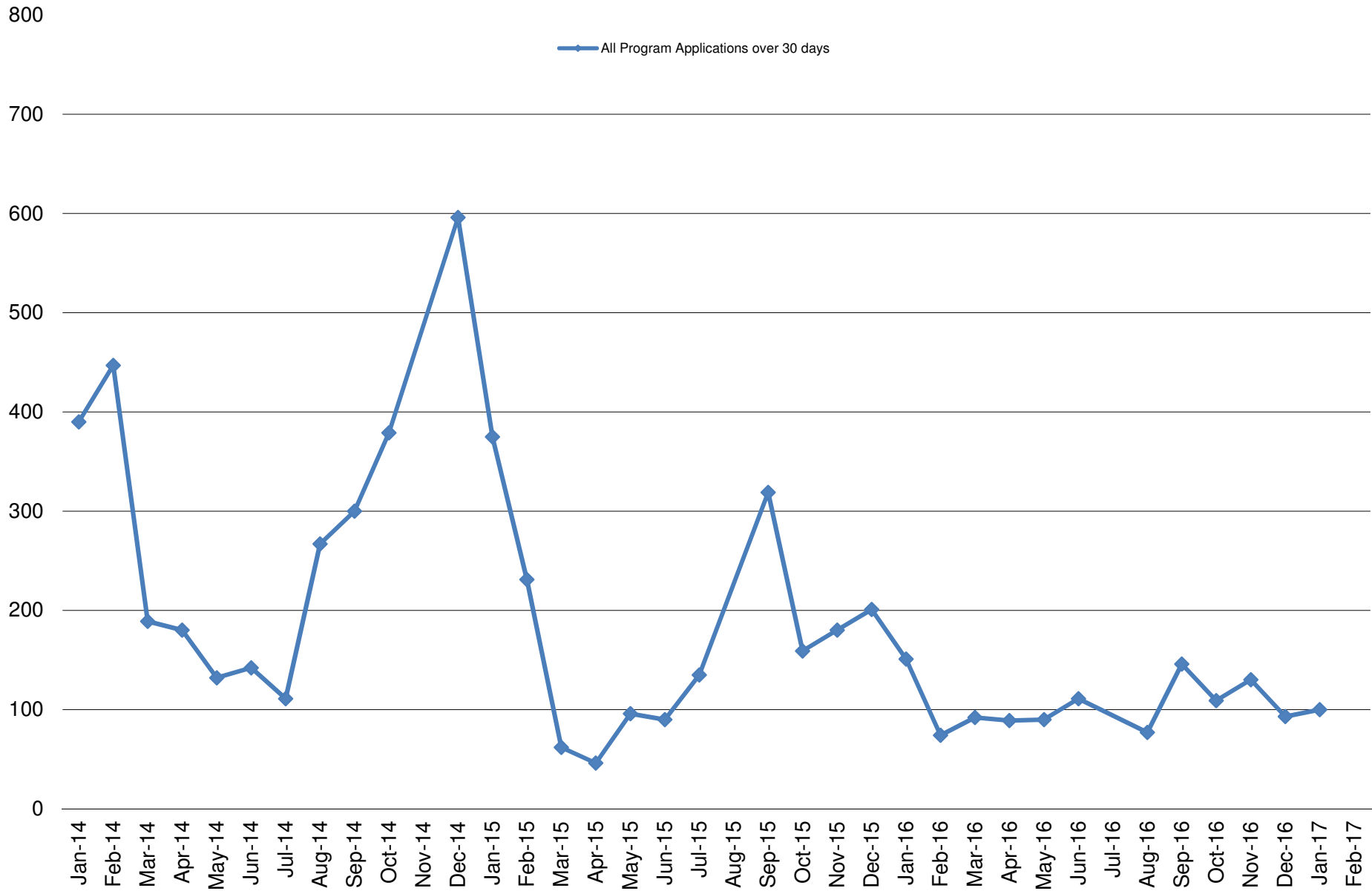
## Applications year to date compared to last state fiscal year:

	Jul 01, 2015 - Jan 23, 2016	Jul 01, 2016 - Jan 23, 2017	Compare
3SquaresVT	24,386	22,195	-9%
Reach Up	6,831	6,116	-10%
Fuel	16,416	14,965	-9%
Total	47,633	43,276	-9%

Application Processing Time



## ESD Applications Over 30 Days



**\*\*Applications included 3SqVT, Reach Up and/or Fuel. For example: If a household applies for FUEL, RU and 3SqVT that is counted 3 times in this graph.**